GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:5539
ANSWERED ON:02.05.2002
COMPUTERISED RESERVATION AT RAILWAY STATIONS
ALE NARENDRA

Will the Minister of RAILWAYS be pleased to state:

(a) the norms adopted for providing the computerised reservation facility at railway stations; and

(b) the experience gained by the Ministry in terms of checking the malpractices relating to reservations ?

Answer

MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI O. RAJAGOPAL)

(a) As per norms being followed by this Ministry, all Stations registering reservation-related workload of 100 transactions per day, all District HQs, important tourist destinations and other important Stations qualify for provision of computerised reservation facilities.

(b) The computerization of reservation process has resulted in curbing the malpractices relating to reservations in the following manner:-

i) Transparency in the reservation system in the sense that position regarding the availability of confirmed reservation for a particular date can be precisely known which was not possible in the manual system;

ii) Provision of facility to seek on line reservation from any counter for any destination and for any train defined on computerized Passenger Reservation System(PRS) has obviated the need for sending return/onward journey messages;

iii) Automatic updation, i.e. the confirmed berths which have been cancelled get automatically allotted to the passengers on RAC(Reservation Against Cancellation) and waiting-list passengers;

iv) Elimination of the possibility of manipulation by the reservation staff;

v) Record of all the transactions for a particular train location-wise, terminal-wise, time-wise etc. can be taken out for exercising supervision.